



**Request for Proposals  
RFP #IT-2026-02  
For  
Cloud-Based Financial Management Software and Support  
Services**

**Department of Water  
County of Kaua'i**

**Scaled Offers  
Will be received up to 2:00 p.m. (HST) on  
October 13, 2025  
At the Department of Water, County of Kaua'i,  
4398 Pua Loke Street, Lihu'e, Hawai'i**

**Direct questions relating to this solicitation to Joseph "Joe" E. Tait via  
[www.publicpurchase.com](http://www.publicpurchase.com)**

APPROVED:

A handwritten signature in black ink, appearing to read "Joe E. Tait".

Chief Procurement Officer

09/02/25

Date

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## SECTION ONE

### INTRODUCTION, TERMS AND ACRONYMS, KEY DATES

#### 1.1 INTRODUCTION

The Department of Water, County of Kaua‘i (“DOW”) is seeking to obtain proposals from experienced and qualified Vendors that can provide a cloud-based financial management software solution and support services that satisfies our functional and technical requirements. The preferred Vendor shall have experience in successfully implementing the proposed solutions for entities of similar size, scope and functionality of services. A detailed description of the products and services required are contained in Section 3 - Scope of Work and Timeline of this RFP.

#### 1.2 CANCELLATION

This RFP may be cancelled and any or all proposals rejected in whole or in part, without liability to the DOW when it is determined to be in the best interest of the DOW.

#### 1.3 RFP SCHEDULE AND SIGNIFICANT DATES

The schedule represents the DOW’s best estimate of the schedule that will be followed. All times indicated are Hawai‘i Standard Time (HST). If a component of this schedule, such as “Proposal Due date/time” is delayed, the rest of the schedule will likely be shifted by the same number of days. Any change to the RFP Schedule and Significant Dates shall be reflected in and issued in an addendum. The approximate schedule is as follows:

|  |                                       |
|--|---------------------------------------|
| Release of Request for Proposals         | September 2, 2025                     |
| Due date to submit Questions             | September 17, 2025                    |
| The DOW’s Response to Questions          | October 6, 2025                       |
| Proposals Due date/time                  | October 13, 2025, at 2:00 PM HST      |
| Proposal Evaluations                     | October 14, 2025                      |
| Discussion with Priority Listed Offerors | October 15, 2025 to October 21, 2025  |
| Software Demos                           | October 28, 2025 to November 10, 2025 |
| Best and Final Offer (if necessary)      | November 18, 2025                     |
| Notice of Award                          | November – December 2025              |
| Contract Start Date                      | January 2026                          |

#### 1.4 QUESTIONS AND ANSWERS PRIOR TO OPENING OF PROPOSALS

All questions shall be submitted by the due date specified in Section 1.3, *RFP Schedule and Significant Dates*, as amended.

The DOW will respond to questions through Addenda to this RFP up to and including the date specified in Section 1.3, *RFP Schedule and Significant Dates*, as amended.

All documentation shall be uploaded at [www.publicpurchase.com](http://www.publicpurchase.com) and opened at the DOW, County of Kaua‘i, 4398 Pua Loke Street, Līhu‘e, Hawai‘i 96766 (“DOW Admin Office”).

## SECTION TWO

### BACKGROUND AND SCOPE OF WORK

#### 2.1 BACKGROUND

The DOW is the primary water utility on the island of Kauaʻi, created in 1960 by the authority of Act 20, Session Laws of Hawaii and established by the County of Kauaʻi Charter as a semi-autonomous and self-supporting component unit (enterprise fund) of the County of Kauaʻi government. The DOW’s mission is to provide safe, affordable, sufficient drinking water through wise management of our resources with excellent customer service for the people of Kauaʻi. According to 2024 census data, the population of the island of Kauaʻi is approximately 74,000.

Revenue from water sales, facility reserve charges, and water meter service charges are the main sources of income that finance DOW’s operations. The DOW’s operating revenues amounted to \$29.1 million for the fiscal year ended June 30, 2024. There are 10 separate and unconnected water systems with over 443 miles of pipeline that deliver potable and non-potable water to approximately 23,000 customer accounts. The annual water consumption in gallons was 4.1 billion. Additionally, DOW maintains and services over three thousand fire hydrants on the island. There are four divisions within the DOW, Administration Division, Engineering Division, Operations Division and Fiscal Division.

DOW recognizes the need to acquire an integrated cloud-based financial management software solution for supporting its core functions, to improve efficiency, and to eliminate duplication of efforts. As such, DOW is seeking a vendor that can provide a replacement software solution that supports our employees with all modules in scope. The following table summarizes applications in used at DOW and how they relate to this project.

Table 1 – Overview of solutions considered in scope for integration or replacement.

| Software                         | Function   | Replace or Retain | Integrate |
|----------------------------------|--|-------------------|-----------|
| Microsoft Dynamics Grate Plains  | <ul style="list-style-type: none"><li>• General Ledger</li><li>• Budget</li><li>• Vendor Maintenance (along with IRS 1099 tracking)</li><li>• Accounts payable</li><li>• Bank Reconciliation</li><li>• Fixed Assets</li><li>• Financial Statements</li></ul> | Replace           | N/A       |
| PairSoft Workplace               | <ul style="list-style-type: none"><li>• Procurement</li><li>• Requisitions</li><li>• Purchase Order Encumbrances</li></ul>   | Replace           | Yes       |
| Oracle Customer Care and Billing | <ul style="list-style-type: none"><li>• Customer Billing</li><li>• Account Receivable</li></ul>  | Retain            | Review    |
| Workday                          | <ul style="list-style-type: none"><li>• Human Resources</li><li>• Payroll</li></ul>  | Retain            | Review    |
| OpenGov Cartograph               | <ul style="list-style-type: none"><li>• Work Order management</li><li>• Asset Management</li></ul>   | Retain            | Review    |

|            |                       |        |        |
|------------|-----------------------|--------|--------|
| Badger     | • Water Metering      | Retain | Review |
| ESRI       | • ESRI ArcGIS         | Retain | Review |
| Laserfiche | • Document Management | Retain | Review |
| Adobe Sign | • Workflow Approvals  | Retain | Review |
| Tyler Tech | • Website Hosting     | Retain | Review |
| SharePoint | • Document retention  | Retain | Review |

Table 3 – Key Statistics

| Financial Data                                | (Estimated) |
|---|-------------|
| Number of Users                               | 40          |
| Budget, Operating and CIP (annually)          | 1           |
| Funds (annually)                              | 5           |
| Projects (annually)                           | 25          |
| Balance Sheet Accounts                        | 115         |
| Revenue and Expense Accounts                  | 220         |
| Purchase Orders Issued (monthly)              | 25          |
| Accounts Payable Invoices Processed (monthly) | 300         |
| Accounts Payable Checks Issued (monthly)      | 140         |
| Accounts Payable EFTs Processed (monthly)     | 5           |
| Journal Entries (monthly)                     | 500         |
| Vendors (currently active)                    | 265         |
| Vendors (new, quarterly)                      | 5           |
| Bank Accounts reconciled (monthly)            | 1           |
| Contracts Awarded (annually)                  | 16          |
| Current Open Contracts                        | 41          |
| Fixed Assets on Register                      | 1,150       |
| Procurement Card Transactions (monthly)       | 120         |

Table 4 – Financial Reports Required with Financial Management Software Solution

|  |   |
|--|---|
| Budget Worksheet                           | Fixed Assets Reports (Register, Depreciation) |
| Budget to Actual Reports                   | Bank Reconciliation Reports                   |
| Trial Balance                              | Checkbook Register                            |
| Revenue Reports (Summary and Detail)       | Account Activity Reports                      |
| Balance Sheet                              | pCard Transactions Reports                    |
| Expenditure Reports (Summary and Detail)   | Vendor Listing                                |
| Project Budget to Actual                   | Accounts Payable Processing Reports           |
| Open Purchase Orders (Encumbrance Balance) | Encumbrance Balance Reports                   |
| Fiscal Year-End Rollover Reports           |   |

Table 5 – Current Chart of Account Structure

|   |                  |   |
|---|------------------|---|
| Example Expense Account: 10-01-10-540-010<br>Water Utility Fund, Admin Division, Admin Function, Professional Services Item, General Object |                  |   |
| Fund  | 2 numeric digits | 10 – Water Utility (WU)<br>20 – Facility Reserve Charge (FRC)<br>30 – Build America Bonds (BAB) |

|          |                  |  |
|----------|------------------|--|
|          |                  | 40 – State Allotment Fund (SA)<br>60 – State Revolving Fund (SRF)  |
| Division | 2 numeric digits | 01 – Admin<br>02 – IT<br>20 – Engineering<br>30 – Billing<br>31 – Accounting<br>40 – Operations  |
| Function | 2 numeric digits | 10 – Admin<br>20 – Bill Collection<br>30 – Water Source of Supply<br>40 – Water Purification<br>50 – Power & Pumping<br>60 – Transmission & Distribution |
| Item     | 3 numeric digits | Various  |
| Object   | 3 numeric digits | Various  |

Table 6 – Current Pooled Cash General Ledger Account Setup Example

| Account          | Description                                      | Balance  |
|------------------|--|----------|
| 00-00-00-101-001 | Treasury – Cash in Bank – General Clearing       | \$7.00   |
| 00-00-00-101-100 | Treasury – Cash in Bank – General – WU Clearing  | (\$1.00) |
| 10-00-00-101-010 | WU – Cash in Bank - General                      | \$1.00   |
| 00-00-00-101-200 | Treasury – Cash in Bank – General – FRC Clearing | (\$1.00) |
| 20-00-00-101-010 | FRC – Cash in Bank - Restricted                  | \$1.00   |
| 00-00-00-101-300 | Treasury – Cash in Bank – General – BAB          | (\$1.00) |
| 30-00-00-101-010 | BAB – Cash in Bank - Restricted                  | \$1.00   |
| 00-00-00-101-400 | Treasury – Cash in Bank – General – SA           | (\$2.00) |
| 40-00-00-101-010 | SA – Cash in Bank - Restricted                   | \$2.00   |
| 00-00-00-101-600 | Treasury – Cash in Bank – General – SRF          | (\$2.00) |
| 60-00-00-101-010 | SRF – Cash in Bank - Restricted                  | \$2.00   |

## 2.2 SCOPE OF WORK

The furnishing of the goods and/or services specified herein shall comply with this RFP in its entirety, and reasonable licenses and terms subject to Chief Procurement Officer, legal, and Board approvals. Licenses and terms contrary to the Hawai'i Procurement Code, the Charter of the County of Kaua'i or any other applicable federal, state, or local law, rule, regulation, policy or procedure will be rejected by DOW. Licenses and terms shall not include non-solicitation, non-disclosure, and/or non-compete provisions that restrict the rights of individuals to seek employment with the DOW, Board, or County. The DOW is a

government agency not a corporation. As a government agency the DOW is bound by employment laws and the federal and State of Hawaii Constitution.

DOW intends to purchase an integrated cloud-based financial management software solution that includes the modules and functionality defined in the Requirements Questionnaire provided with this RFP. DOW expects to implement a replacement financial management software solution using a phased approach or an alternative methodology as recommended by the selected Vendor and approved by DOW.

DOW expects process improvement through the implementation of new software solutions and intends to adopt the best practices offered by the selected Vendor. Vendors who are invited to demonstrate their product should be prepared to discuss the application's best practices, and the system's ability to adapt to user preferences.

## **2.3 TERM OF CONTRACT**

The total term of this Contract shall be for a period of THREE THOUSAND SIX HUNDRED FIFTY (3,650) CALENDAR DAYS. See HAR 3-122-149 on multi-term contracts.

Funds are available and appropriated only for the first fiscal year of the contract. The contractual obligation of both parties in each fiscal period succeeding the first is subject to the appropriation and availability of funds. The contract will be cancelled if funds are not appropriated or otherwise made available to support continuation of performance in any fiscal year succeeding the initial fiscal year. In this event, the contract shall automatically terminate at the end of the fiscal year for which funds have been appropriated. In the event the contract is cancelled because funds are not appropriated or otherwise made available to support the continuation of the contract after the first fiscal year, no breach of contract shall be deemed to have occurred as a result of this termination, which shall be considered as a normal termination of the contract, provided that the contractor shall be reimbursed for its unamortized, reasonably incurred, nonrecurring costs. The Board will notify the Contractor on a timely basis regarding the availability of funds for the continuation of the contract for each succeeding year.

Any extensions of this Contract must be by written amendment to this Contract and may occur on a month to month basis, or by terms thereof, not to exceed a total of THIRTY-SIX (36) months. Any extension of this Contract is subject to the availability of funds and will be at the same contract unit prices and under the same terms and conditions as specified in the Contract Documents.

## **2.4 PROCUREMENT OFFICER**

The PROCUREMENT Officer of this contract is:

Joseph "Joe" E. Tait

Manager and Chief Engineer, Chief Procurement Officer

Phone: (808) 245-5403

Email: jtait@kauaiwater.org

## **SECTION THREE**

### **PROPOSAL FORMAT AND CONTENT**

#### **3.1 OFFEROR'S AUTHORITY TO SUBMIT AN OFFER**

The DOW will not participate in determinations regarding an Offeror's authority to sell a product or service. If there is a question or doubt regarding an Offeror's right or ability to obtain and sell a product or service, the Offeror shall resolve that question prior to submitting an offer.

#### **3.2 REQUIRED REVIEW**

3.2.1 Before submitting a proposal, each Offeror must thoroughly and carefully examine this RFP, any attachment, addendum, and other relevant document, to ensure Offeror understands the requirements of the RFP. Offeror must also become familiar with state, local, and federal laws, statutes, ordinances, rules, and regulations that may in any manner affect cost, progress, or performance of the work required.

3.2.2 Should Offeror find defects and questionable or objectionable items in the RFP, Offeror shall notify the DOW in writing prior to the deadline for written questions as stated in the RFP *Schedule and Significant Dates*, as amended. This will allow the issuance of any necessary corrections and/or amendments to the RFP by addendum, and mitigate reliance on a defective solicitation.

#### **3.3 PROPOSAL PREPARATION COSTS**

Any and all costs incurred by the Offeror in preparing or submitting a proposal shall be the Offeror's sole responsibility whether or not any award results from this RFP. The DOW shall not reimburse such costs.

#### **3.4 TAX LIABILITY**

3.4.1 Work to be performed under this solicitation is a business activity taxable under HRS Chapter 237, and if applicable, taxable under HRS Chapter 238. Offerors are advised that they are liable for the Hawai'i GET 4.7120%. If, however, an Offeror is a person exempt by HRS from paying the GET and therefore not liable for the taxes on this solicitation, Offeror shall state its tax exempt status and cite the HRS chapter or section allowing the exemption.

3.4.2 Federal Tax I.D. Number and Hawai'i General Excise Tax License I.D. Offeror shall submit its current Federal Tax I.D. Number and Hawai'i General Excise Tax License I.D. number in the space provided on Offer Form, OF-1, page 29, thereby attesting that the Offeror is doing business in the State and that Offeror will pay such taxes on all sales made to the State.

#### **3.5 PROPERTY OF THE DEPARTMENT**

All proposals become the property of the DOW, County of Kaua'i. The successful proposal shall be incorporated into the contract and shall be public record.

### **3.6 CONFIDENTIAL INFORMATION**

- 3.6.1 If an Offeror believes that any portion of a proposal, offer, specification, protest, or correspondence contains information that should be withheld from disclosure as confidential, then the Offeror shall inform the Officer in Charge in writing and provide justification to support the Offeror's confidentiality claim. Price is not considered confidential and will not be withheld.
- 3.6.2 An Offeror shall request in writing nondisclosure of information such as designated trade secrets or other proprietary data Offeror considers to be confidential. Such requests for nondisclosure shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal.
- 3.6.3 All such requests for confidentiality and nondisclosure of information shall be subject to HAR §3-122-58 and the Uniform Information Practices Act, Hawai'i Revised Statutes. Any and all portions of the proposal requested to be designated as confidential or not for disclosure shall be readily separable from the remaining portions of the proposal.

### **3.7 EXCEPTIONS**

Should Offeror take any exception to the terms, conditions, specifications, or other requirements listed in the RFP, Offeror shall list such exceptions in this section of the Offeror's proposal. Offeror shall reference the RFP section where exception is taken, a description of the exception taken, and the proposed alternative, if any. The DOW reserves the right to accept or not accept any exceptions. DOW will not accept any exceptions that are contrary to the Hawai'i Procurement Code, the Charter of the County of Kaua'i or any other federal, state, or local law, rule, regulation, policy, or procedure.

### **3.8 PROPOSAL OBJECTIVES**

- 3.8.1 One of the objectives of this RFP is to make proposal preparation easy and efficient, while giving Offerors ample opportunity to highlight their proposals.
- 3.8.2 Proposals shall be prepared in a straightforward and concise manner, in a format that is reasonably consistent and appropriate for the purpose. Emphasis will be on completeness, clarity, and content.
- 3.8.3 When an Offeror submits a proposal, it shall be considered a complete plan for accomplishing the tasks described in this RFP and any supplemental tasks the Offeror has identified as necessary to successfully complete the obligations outlined in this RFP.
- 3.8.4 The proposal shall describe in detail the Offeror's ability and availability of services to meet the goals and objectives of this RFP as stated in Section 2.2 SCOPE OF WORK.
- 3.8.5 Offeror shall submit a proposal that includes an overall strategy, timeline and plan for the work proposed as well as expected results and possible shortfalls.

### 3.9 PROPOSAL FORMS

- 3.9.1 To be considered responsive, the Offeror's proposal shall respond to and include all items specified in this RFP and any subsequent addendum. See Section 3.7, Exceptions.
- 3.9.2 Offer Form, Page OF-1. Offer Form, OF-1 is required to be completed using Offeror's exact legal name as registered with the Department of Commerce and Consumer Affairs, if applicable, in the appropriate space on Offer Form, OF-1. Failure to do so may delay proper execution of the Contract.

The Offeror's authorized signature on the Offer Form, OF-1 shall be an original or electronic signature, which shall be required before an award, if any, can be made. The submission of the proposal shall indicate Offeror's intent to be bound.

### 3.10 PROPOSAL CONTENTS

Proposals must:

- 3.10.1 Include a transmittal letter to confirm that the Offeror shall comply with the requirements, provisions, terms, and conditions specified in this RFP.
- 3.10.2 Include a signed Offer Form OF-1 with the complete name and address of Offeror's firm and the name, mailing address, and telephone number of the person the DOW should contact regarding the Offeror's proposal.
- 3.10.3 If subcontractor(s) will be used, append a statement to the transmittal letter from each subcontractor, signed by an individual authorized to legally bind the subcontractor and stating:
- a. The general scope of work to be performed by the subcontractor;
  - b. The subcontractor's willingness to perform for the indicated scope of work.
- 3.10.4 Provide all of the information requested in this RFP in the order specified.
- 3.10.5 Be organized into sections, following the exact format using all titles, subtitles, and numbering, with tabs separating each section described below. Each section must be addressed individually and pages must be numbered.
- a. Transmittal Letter-Offer Form OF-1
  - b. Experience and Capabilities. The respondent's proposal should be divided into the following distinct sections, as detailed in the following paragraphs:
    - **Executive Summary**
    - **Proposal Section A – Vendor Qualifications**
    - **Proposal Section B – System Requirements**
    - **Proposal Section C – Implementation**
    - **Proposal Section D – Cost Proposal**
    - **Proposal Section E – Support**
    - **Proposal Section F – Technology Overview**

- **Proposal Section G – Security**
- **Proposal Section H – Contract Samples**

The above sections should be submitted together, with each section clearly labeled and subdivided.

Further description of each required deliverable is outlined in the following subsections:

### ***1. Proposal Section A – Vendor Qualifications***

Offerors must demonstrate proven knowledge and experience implementing the software solution to other governments or companies similar in size and/or core business function comparable to the DOW. Please provide a list of similar projects. Use the forms provided in Exhibit A to provide references.

From the list of project experience mentioned above, pick three project implementations of your choice (preferably a software SaaS or hosted solution or any similar hosted project) that represent what you believe closely reflect the project specified in Section 2 and provide a brief description.

In addition to this information, the Qualifications of the Offeror must include:

- Number of years the Offeror has been in business.
- A brief description of the Offeror's size and organization.

The Offeror should provide at least three (3) client references for the projects highlighted above. Information should include at the minimum: date of installation, length of implementation, name of client reference, name of client's project manager, jurisdiction, address, telephone, and fax numbers.

### ***2. Proposal Section B - System Requirements (Functional and Technical)***

Complete the Requirements Questionnaire provided as a separate Word document and follow the instructions provided in this section 2 of this RFP. Each Requirement must have a rating and a comment relative to how the function is met with the software. Submit the Requirements section as Section B of your proposal. In addition, provide the Requirements document in MS Word format. Do not modify the Word format. A comment that repeats the definition of the rating or "Standard Functionality" or similar does not provide us with the information required to review your response.

This is not a comprehensive list of all DOW requirements but includes the key requirements that will be used to evaluate the proposals and will be incorporated into the signed and executed contract.

For each item, a ranking has been provided indicating its importance.

Ranking Key:

R = Required, I = Important, N = Nice to Have, or E = Explore. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must provide a rating and a comment for every item. The comment should include a brief explanation of how the item is delivered. Do not provide hyperlinks within the document. Do not reference another line item for your answer. All items must be addressed within the box provided. Do not modify the format, font, numbering, etc. of this section or insert page breaks.

If a submitted RFP includes blank responses the document may be considered incomplete and rejected. Use the following rating system to evaluate each requirement:

| Rating | Definition  |
|--------|---|
| 4      | <b><u>Standard and available.</u></b> Software supports this requirement in the proposed version and can be implemented out of the box or with configuration included in this proposal. |
| 3      | <b><u>3<sup>rd</sup> party software.</u></b> Supported with 3 <sup>rd</sup> party software integrated with the proposed solution. Indicate the name of the application recommended.     |
| 2      | <b><u>Modification.</u></b> Software does not include this requirement and requires modification. Indicate the estimated cost of modification.  |
| 0      | <b><u>Not available.</u></b> Software will not meet requirement.  |
| F      | <b><u>Future release.</u></b> Requirements will be available in future release. Indicate anticipated release including month and year.  |

**Sample Response Format:** Please use the format below when completing your response. Do not modify the formatting of each cell.

|   | General   | Rating and Comment   |
|---|---|--|
| R | 1. Audit Trail with user, date, time stamp throughout all modules. Before/after values are Important. | 4. System logs all transactions and stamps them with user, date, time and before/after values. A report can be generated to review audit history. (limit to 100 characters). |

**A comment of “Standard Functionality” or similar does not provide us with the information required and is not considered acceptable. Do not reference a hyperlink or another cell for your answer. All answers must be placed in their respective box in the table. Limit each line-item response to 100 characters.**

### 3. *Proposal Section C - Implementation Proposal*

The DOW fully understands that a detailed implementation approach, specific to the nature of the DOW’s desired global deployment is not feasible without a detailed Discovery phase. The DOW requests that Offerors submit the following:

#### a. **Discovery Statement of Work (SOW)**

Offeror shall provide a Statement of Work for Discovery. In the cost section of this RFP, the vendor will be required to provide a fixed cost for this scope of work.

## **b. Implementation Plan**

Offeror shall provide a Narrative outlining Offeror's methodology, approach, resource requirement, and risks. At a minimum this section must include:

- Detailed implementation methodology, describing how you would approach this project. Provide detailed discussion of the following elements of your implementation approach.
- Expected number of the DOW's Full Time Equivalent hours required at different stages/modules of the implementation process and for ongoing support.
- Vendor resources - roles, responsibilities, average time per month.
- Business Change Management methodology and tools used.
- Process Improvement strategy through implementation.
- Recommended data conversion by module – years, data elements, etc.
- Data population and integration.
- Data testing and validation.
- Reports testing and validation.

## **4. Proposal Section D - Cost Proposal**

Indicate costs for software and implementation services. Pricing should be comprehensive, including all taxes and available discounts. Pricing must be valid for 90 days from response date. Include the following:

- a. Cost Proposal Contents - Do not include fees or costs in any area outside of the cost proposal. Cost should be estimated for the life of the project. Software maintenance costs should be listed for a total of 10 years broken down by year. Maintenance costs for the Option Term per Section 2.3 Term of Contract, shall also be included in the cost proposal.
- b. Cost Proposal Format - Offerors are required to complete the Section D pricing form for inclusion in the cost proposal:
  - Software: Cost of software for the user counts defined in this RFP. Include one sheet for each deployment option if applicable (SaaS or Hosted).
  - Implementation Services: Include all costs required for go live including but not limited to software deployment, data conversion, system configuration, report development, testing, and training.
  - License/Maintenance: Include cost of ongoing maintenance for Years 1-10, including optional term costs.

Note: Additional pricing information can be supplied if it clarifies or provides relevant details to your proposal.

In addition to these forms, the Fee Proposal must include a transmittal letter signed by an individual who is authorized to enter into a contractual relationship. The transmittal letter should include any assumptions that were used to develop the fee, including applicable pricing discounts and the terms of the fee quotation.

- c. A summary listing of judgments or pending lawsuits or actions against, adverse contract actions, including termination(s), suspension, imposition of penalties, or other actions relating to failure to perform or deficiencies in fulfilling contractual obligations against your firm. If none, so state.
- d. Exclusions.

**5. *Proposal Section E – Support***

Offeror shall provide an overview of support services offered including:

- Hours of operation and Methods of contact.
- Guaranteed response time, resources available, escalation process – SLA.
- Baseline support vs. premium level.
- User groups and conferences.
- Post go-live tools and services.
- Backup strategy and support.
- Disaster recovery services – backup, redundancy, location, etc. – baseline support vs. premium level.
- Remote System access capabilities.
- Access to a toll free 800 number.

**6. *Proposal Section F – Technology Overview***

Provide an overview of the system technology including:

- a. Options for technical architecture; hosted, SaaS, etc.
- b. Deployment options.
- c. Data center locations and redundancy.
- d. Hardware specifications.
- e. Mobile hardware and operating system options.
- f. Remote access capabilities and supported technologies.
- g. Integration tools and methodologies supported.
- h. Software updates – scheduled, automatic, timeline, costs.

**7. *Proposal Section G – Security***

Provide an overview of the system security including:

- a. Security model.
- b. Standards.
- c. Security Administration – SSO, SAML, etc.
- d. Multi-factor authentication.
- e. Security breach – customer communication, response, cost.
- f. Industry compliance: PCI, GDPR, NIST.

**8. *Proposal Section H – Contract Samples***

Provide sample standard contract documents that may include, but not limited to the following:

- a. Statement of Work.
- b. Perpetual Software License or SaaS License Agreement.
- c. Maintenance or Support Agreements.
- d. Service Level Agreements.
- e. Bug Fix resolution.

### **3.11 RECEIPT AND REGISTER OF PROPOSALS**

Proposals will be received at [www.publicpurchase.com](http://www.publicpurchase.com) and receipt verified by DOW on or after the date and time specified in Section 1.3, *RFP Schedule and Significant Dates*, as amended. The register of proposals and proposals of the Offeror(s) shall be open to public inspection upon posting of award pursuant to section 103D-701, Hawai‘i Revised Statutes (“HRS”).

### **3.12 BEST AND FINAL OFFER (BAFO)**

If the DOW determines a BAFO is necessary, it shall request one from the priority listed Offerors, in accordance with Hawai‘i Administrative Rules (“HAR”) §3-122-54. The Offeror shall submit its BAFO and any BAFO received after the deadline or not received shall not be considered; if no notice of withdrawal or BAFO is received, the immediate previous offer will be construed as the best and final offer.

### **3.13 MODIFICATION PRIOR TO SUBMITTAL DEADLINE OR WITHDRAWAL OF OFFERS**

3.13.1 The Offeror may modify or withdraw a proposal before the proposal due date and time.

3.13.2 Any change, addition, deletion of attachment(s) or data entry of an Offer may be made prior to the deadline for submittal of offers.

### **3.14 MISTAKES IN PROPOSALS**

3.14.1 Mistakes shall not be corrected after the award of contract.

3.14.2 When the Procurement Officer knows or has reason to conclude before award that a mistake has been made, the Procurement Officer should request the Offeror to confirm the proposal. If the Offeror alleges mistake, the proposal may be corrected or withdrawn pursuant to this section.

3.14.3 Once discussions are commenced or after BAFOs are requested, any priority-listed Offeror may freely correct any mistake by modifying or withdrawing the proposal until the time and date set for receipt of best and final offers.

3.14.4 If discussions are not held, or if the BAFOs upon which award will be made have been received, mistakes shall be corrected to the intended correct offer whenever the mistake and the intended correct offer are clearly evident on the face of the proposal, in which event the proposal may not be withdrawn.

3.14.5 If discussions are not held, or if the BAFOs upon which award will be made have been received, an Offeror alleging a material mistake of fact which makes a proposal non-responsive may be permitted to withdraw the proposal if: the mistake is clearly evident on the face of the proposal but the intended correct offer is not; or the Offeror submits evidence which clearly and convincingly demonstrates that a mistake was made.

Technical irregularities are matters of form rather than substance evident from the proposal document, or insignificant mistakes that can be waived or corrected without prejudice to other

Offerors; that is, when there is no effect on price, quality, or quantity. If discussions are not held or if BAFOs upon which award will be made have been received, the Procurement Officer may waive such irregularities or allow an Offeror to correct them if either is in the best interest of the DOW. Examples include the failure of an Offeror to: return the number of signed proposals required by the request for proposals; sign the proposal, but only if the unsigned proposal is accompanied by other material indicating the Offeror's intent to be bound; or to acknowledge receipt of an addendum to the RFP, but only if it is clear from the proposal that the Offeror received the addendum and intended to be bound by its terms; or the addendum involved had no effect on price, quality, or quantity.

## SECTION FOUR

### EVALUATION CRITERIA

Evaluation criteria and the associated points are listed below. The award will be made to the responsible Offeror whose proposal is determined to be the most advantageous to the DOW based on the evaluation criteria listed in this section.

**The total number of points used to score this contract is 100.**

The following selection criteria will be used as the basis for the evaluation of proposals.

#### **A. Offeror Viability (25 Points)**

Offeror Qualifications – This criterion measures the Offeror’s track record and ability to provide a financial management software solution, hosting or SaaS, and support services as specified in this RFP. The Offeror must demonstrate a track record of business and demonstrate financial strength and industry leadership. Key criteria will include: customer portfolio, references, years in business, financial viability, line of business focus (software, custom applications or services), industry focus, etc.

#### **B. SaaS Proposal and Offeror’s Ability to meet the DOW’s Requirements (25 Points)**

Functional & Technical Requirements - This criterion measures the Offeror’s knowledge of the proposed financial management software solution, including hardware and software requirements, experience in similar projects.

#### **C. Implementation Proposal and Offeror’s Ability to Execute (25 Points)**

This section evaluates the Offeror’s response to the RFP, including the procedures, methods and team that will be used to meet the required specifications presented in Section 2. The DOW will consider all approaches to meeting the needs and requirements expressed in this RFP. The management and organization of the project team are also important to the project, as is the ability of the selected Offeror to support a project for an organization the size of the DOW. Specifically, the evaluation will center on the experience of the Offeror and implementation team members, as well as the demonstrated ability of the team to support the DOW both during and after implementation.

#### **D. Cost Proposal (25 Points)**

This section evaluates the cost proposals.

Questions and Clarifications – The DOW will also submit additional questions to the priority listed Offerors a minimum of two (2) weeks prior to the Functional Validation meeting to be answered during the onsite meeting and Proof-of-Concept. These questions will be derived from the review of the RFP and specifically around the criteria outlined in sections A-D above.

## SECTION FIVE

### CONTRACTOR SELECTION AND CONTRACT AWARD

#### 5.1 EVALUATION OF PROPOSALS

An evaluation committee of at least three (3) qualified DOW employees selected by the Waterworks Information Technology Manager shall evaluate proposals. The evaluation will be based solely on the evaluation criteria set out in Section Four of this RFP.

#### 5.2 DISCUSSION WITH PRIORITY LISTED OFFERORS

The DOW may invite priority listed Offerors to discuss their proposals to ensure a thorough, mutual understanding. The DOW, in its sole discretion, shall schedule the time and location for these discussions, generally within the timeframe indicated in *RFP Schedule and Significant Dates*. The DOW may also conduct discussions with priority listed Offerors to clarify issues regarding the proposals before requesting Best and Final Offers, if necessary.

Prior to holding any discussion, a priority list shall be generated consisting of offers determined to be acceptable or potentially acceptable, in accordance with HAR 3-122-53. However, proposals may be accepted without such discussions.

If numerous acceptable and potentially acceptable proposals are submitted, the evaluation committee may limit the priority list to the three highest ranked responsive, responsible Offerors.

#### 5.3 AWARD OF CONTRACT

**Method of Award.** Award will be made to the responsible Offeror whose proposal is determined to be the most advantageous to the DOW based on the evaluation criteria set forth in the RFP.

#### 5.4 RESPONSIBILITY OF OFFERORS

Offeror is advised that in order to be awarded a contract under this solicitation, Offeror will be required, to be compliant with all laws governing entities doing business in the State including the following chapters and pursuant to HRS §103D-310(c):

1. Chapter 237, General Excise Tax Law;
2. Chapter 383, Hawaii Employment Security Law;
3. Chapter 386, Worker's Compensation Law;
4. Chapter 392, Temporary Disability Insurance;
5. Chapter 393, Prepaid Health Care Act; and
6. §103D-310(c), Certificate of Good Standing (COGS) for entities doing business in the State.

The DOW will verify compliance on Hawai'i Compliance Express ("HCE").

**Hawai'i Compliance Express.** The HCE is an electronic system that allows offerors/contractors/service providers doing business with the State to quickly and easily demonstrate compliance with applicable laws. It is an online system that replaces the necessity of obtaining paper compliance certificates from the Department of Taxation, Federal Internal Revenue Service, Department of Labor and Industrial Relations, and Department of Commerce and Consumer Affairs.

Offerors/contractors/service providers should register with HCE prior to submitting an offer at <https://vendors.ehawaii.gov>. The annual registration fee is \$12.00, and the 'Certificate of Vendor Compliance' is accepted for the execution of contract and final payment.

**Timely Registration on HCE.** Offerors/contractors/service providers are advised to register on HCE as soon as possible. If an offeror/contractor/service provider is not compliant on HCE at the time of award, an Offeror will not receive the award.

## **5.5 PROPOSAL AS PART OF THE CONTRACT**

This RFP and all or part of the successful proposal may be incorporated into the contract.

## **5.6 PUBLIC EXAMINATION OF PROPOSALS**

Except as provided herein, the proposals shall be made available for public inspection upon posting of award pursuant to HRS §103D-701.

If a person is denied access to a State procurement record, the person may appeal the denial to the State of Hawai'i, Office of Information Practices ("OIP") in accordance with HRS §92F-42(12). OIP may be reached at: Tel: 808-586-1400; Fax: 808-586-1412; E-mail: [oiip@hawaii.gov](mailto:oiip@hawaii.gov). Please refer to <http://oiip.hawaii.gov> for more information.

## **5.7 DEBRIEFING**

Pursuant to HAR §3-122-60, a non-selected Offeror may request a debriefing to understand the basis for award.

A written request for debriefing shall be made within three (3) working days after the posting of the award of the contract. The Procurement Officer shall hold the debriefing within seven (7) working days to the extent practicable from the receipt date of written request.

Any protest by the requestor following a debriefing, shall be filed within five (5) working days, as specified in HRS§103D-303(h).

## **5.8 PROTEST PROCEDURES**

Pursuant to HRS §103D-701 and HAR §3-126-3, an actual or prospective Offeror who is aggrieved in connection with the solicitation or award of a contract may submit a protest. Any protest shall be submitted in writing to the Procurement Officer:

Joseph "Joe" E. Tait, Attn: Christine Erorita, 4398 Pua Loke Street, Līhu'e, HI 96766

A protest shall be submitted in writing within five (5) working days after the aggrieved person knows or should have known of the facts giving rise thereto; provided that a protest based upon the content of the solicitation shall be submitted in writing prior to the date set for receipt of offers; provided further, that a protest of an award or proposed award shall be submitted within five (5) working days after the posting of an award or, if requested, within five (5) working days after the debriefing was completed.

The notice of award, if any, resulting from this solicitation shall be posted on the DOW website: <http://www.kauaiwater.org> and [www.publicpurchase.com](http://www.publicpurchase.com).

## **5.9 APPROVALS**

Any agreement arising out of this offer is subject to the approval of the Office of the County Attorney, as to form and legality, and to all further approvals, as required by statute, regulation, rule, order, or other directive.

## **5.10 CONTRACT EXECUTION**

Successful Offeror receiving the award shall enter into a formal written contract in the form negotiated between the parties and approved as to form and legality by the county attorney.

**No work is to be undertaken by the Contractor prior to the effective date of the contract.** The DOW is not liable for any work, contract, costs, expenses, loss of profits, or any damages whatsoever incurred by the Contractor prior to the official starting date.

If the Option Term is mutually agreed upon, the Contractor shall be required to execute an amendment to the contract for the additional extension period. Any work performed pursuant to the Option Term is subject to the same written notice to proceed requirements as stated above.

## **5.11 INSURANCE**

Contractor shall procure and maintain, on primary basis and at its sole expense, at all times during the life of the Contract insurance coverages, limits, including endorsements as described in Exhibit B, incorporated herein, against claims for injuries to person or damages to property which may arise from or in connection with the performance of the work by the Contractor or the Contractor's agents, representatives, employees, or subcontractors. The requirements contained herein, as well as the County's review or acceptance of insurance maintained by the Contractor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by the Contractor. To the extent applicable, the amounts and types of insurance will conform to the minimum terms, conditions, and coverage(s) of Insurance Service Office (ISO) policies, forms, and endorsements.

## **5.12 REQUIREMENTS FOR PERFORMANCE BONDS (If a performance bond will be required, the OF-1 shall reflect the submittal of the bond and bond forms shall be attached to the solicitation.)**

Not Applicable.

## **5.13 CONTRACT INVALIDATION**

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.

## **5.14 STANDARD CONTRACT**

The DOW will proceed to negotiate price with the selected Offeror. Other documents relating to the services provided will be negotiated and attached to the standard contract in the form of Exhibits (See Exhibit C attached). Should the DOW and the selected Offeror fail to come to terms, the DOW reserves all its rights to terminate negotiations and proceed to commence negotiations with the next most qualified Offeror.

#### **5.15 EXPENSES OF PREPARING RESPONSES TO THIS RFP**

The DOW accepts no responsibility for any expenses incurred by the Offeror to respond to this RFP. Such expenses are to be borne exclusively by the Offeror.

#### **5.16 LETTER OF INTENT**

Not Applicable

#### **5.17 SUBMITTAL INSTRUCTIONS**

One (1) electronic copy (in Adobe PDF) must be submitted via [www.publicpurchase.com](http://www.publicpurchase.com) **no later than 2:00 pm (HST) on: Monday, October 13, 2025.**

Proposals must be clearly identified with the Offeror's name and the RFP number and title. **Late proposals will not be considered.**

#### **5.18 QUESTIONS**

All questions regarding this RFP should be addressed in writing to: [www.publicpurchase.com](http://www.publicpurchase.com).

All questions are due in writing by 4:30 p.m. (HST) on September 17, 2025, to allow sufficient time for distribution to all interested parties.

#### **5.19 ACKNOWLEDGEMENT OF ADDENDA**

Questions regarding this RFP that are submitted to the DOW via [www.publicpurchase.com](http://www.publicpurchase.com) by the deadline will be answered and distributed to all interested parties as an Addendum. Addenda may also be issued in response to changes in the RFP. Addenda must be acknowledged and emailed to [cerorita@kauaiwater.org](mailto:cerorita@kauaiwater.org) . Failure to properly acknowledge any Addendum may result in a declaration of non-responsiveness by the DOW.

## **SECTION SIX**

### **ADDITIONAL SOFTWARE PROVISIONS**

#### **6.1 OFFER GUARANTY**

A proposal security deposit is NOT required for this RFP.

#### **6.2 VALIDATION, TESTING AND ACCEPTANCE**

Validation and Testing must be performed by the Offeror before it is delivered to DOW for testing by the DOW project team. Validation and Testing will be conducted for all standard functionality provided in the core software product and any modules purchased by the DOW, as well as for any functions that are configured and/or customized for the DOW. The selected Offeror will be required to deliver business activity scripts covering these functions and tailored to the DOW's configuration. Testing will also be performed by the DOW project team. The system will not go "live" until the DOW is satisfied that all issues identified as part of the testing process are resolved.

#### **6.3 INTELLECTUAL PROPERTY RIGHTS**

The DOW reserves the right to the Software License including worldwide, non-exclusive, royalty-free, fully paid up, perpetual (or the longest period permitted by Law), irrevocable, license and right (with the right to sublicense, except as may otherwise be agreed or limited by the Parties) under all of the licensor's Intellectual Property Rights to use the software, other Contractor Technology, and other Pre-Existing Works subject to this Contract. The DOW will be permitted to use, modify, reproduce, perform, release, display, create derivative works from, and disclose the work product, and to transfer the intellectual property to third parties for DOW purposes.

The DOW shall own Custom Software from the moment of creation, unless the Parties otherwise agree in writing in an amendment to the contract, all worldwide right, title and interest, including all Intellectual Property Rights.

#### **6.4 WARRANTIES AND DISCLAIMER OF IMPLIED WARRANTIES**

Warranty shall start from the successful implementation of the software and continue until identified defects are cured.

The successful implementation of the service means that the Document Management Software hosted is functioning properly as it should be consistent with generally accepted industry standards and shall be in substantial compliance with the written Support Documentation provided to the DOW.

#### **6.5 PREFERENCES**

##### **a. SOFTWARE DEVELOPMENT BUSINESSES PREFERENCE**

Subchapter 5, Chapter 3-124, HAR, provides that:

The preference shall apply to all bids or offers issued by a purchasing agency when so stated in the solicitation.

Bids issued by a governmental agency pursuant to Section 103D-301, HRS, shall contain a notice stating that a price preference will be given to Hawai'i software development businesses. This price preference will be ten percent (10%) of the bid price and will be used for bid evaluation.

Bidders requesting a preference shall submit a completed certification form, as required by Section 3-124-33, with each bid. Previous certifications shall not apply unless allowed by the bid.

Any bidder who fails to indicate that it is a Hawai'i software development business will be presumed to be a non-Hawai'i software development business and the bidder's proposal will be increased by ten percent (10%) for purposes of evaluation.

Where a bid or purchase contains both Hawai'i software development businesses and non-Hawai'i software development businesses, then for the purpose of determining the lowest evaluated bid, the original bid price for the non-Hawai'i software development businesses shall be increased by ten percent (10%).

The responsible bidder submitting the lowest evaluated bid(s), taking into consideration all applicable preferences shall be awarded the contract, provided the product being offered meets the minimum bid specifications.

The contract amount of any contract awarded shall be the original bid price offered, exclusive of any preferences.

#### **6.6 CERTIFICATION OF OFFEROR CONCERNING WAGES, HOURS AND WORKING CONDITIONS OF EMPLOYEES SUPPLYING SERVICES *(include as applicable)***

All Offerors for service contracts shall comply with section 103-55, HRS, which provides as follows:

Wages, hours, and working conditions of employees of CONTRACTOR supplying services: Before any prospective Offeror is entitled to submit any offer for the performance of any contract to supply services in excess of \$25,000 to any governmental agency, Offeror shall certify that the services to be performed will be performed under the following conditions:

Wages: The services to be rendered shall be performed by employees paid at wages or salaries not less than the wages paid to public officers and employees for similar work.

Compliance with labor laws: All applicable laws of the Federal and State governments relating to workers' compensation, unemployment compensation, payment of wages, and safety will be fully complied with.

No contract to perform services for any governmental contracting agency in excess of \$25,000 shall be granted unless all the conditions of this section are met. Failure to comply with the conditions of this section during the period of the contract to perform services shall result in cancellation of the contract.

It shall be the duty of the governmental contracting agency awarding the contract to perform services in excess of \$25,000 to enforce this section.

This section shall apply to all contracts to perform services in excess of \$25,000, including contracts to supply ambulance service and janitorial service.

This section shall not apply to:

- (1) Managerial, supervisory, or clerical personnel.
- (2) Contracts for supplies, materials, or printing.
- (3) Contracts for utility services.
- (4) Contracts to perform personal services under paragraphs (2), (3), (12), and (15) of section 76-16, paragraphs (7), (8), and (9) of section 46-33, and paragraphs (7), (8), and (12) of section 76-77, Hawai'i Revised Statutes, (HRS).
- (5) Contracts for professional services.
- (6) Contracts to operate refreshment concessions in public parks, or to provide food services to educational institutions.
- (7) Contracts with nonprofit institutions.

## EXHIBIT A – REFERENCES CURRENT CUSTOMERS

| Item                        | Response |
|-----------------------------|----------|
| <b>Current Customer #1</b>  |          |
| Name                        |          |
| Employee Count              |          |
| Population                  |          |
| Contact Name                |          |
| Contact Telephone and Email |          |
| Project Manager Name        |          |
| Project Scope               |          |
| Implementation Duration     |          |
| Go Live Date                |          |
| System Replaced             |          |
| <b>Current Customer #2</b>  |          |
| Name                        |          |
| Employee Count              |          |
| Population                  |          |
| Contact Name                |          |
| Contact Telephone and Email |          |
| Project Manager Name        |          |
| Project Scope               |          |
| Implementation Duration     |          |
| Go Live Date                |          |
| System Replaced             |          |
| <b>Current Customer #3</b>  |          |
| Name                        |          |
| Employee Count              |          |
| Population                  |          |
| Contact Name                |          |
| Contact Telephone and Email |          |
| Project Manager Name        |          |
| Project Scope               |          |
| Implementation Duration     |          |
| Go Live Date                |          |
| System Replaced             |          |

# COST PROPOSAL

## Section D

| Department of Water, County of Kaua'i   |    |                    |
|---|----|--------------------|
| Financials: 40 named users with various access<br>(full, limited, inquiry only) |    |                    |
| Software – Year 1   | \$ | Assumptions        |
| <b>Financials:</b>  |    |                    |
| General Ledger  |    |                    |
| Project and Grant Accounting  |    |                    |
| Procurement and Contract Management   |    |                    |
| Accounts Payable  |    |                    |
|   |    |                    |
| Fixed Assets  |    |                    |
|   |    |                    |
| Budget  |    |                    |
|   |    |                    |
|   |    |                    |
| <b>Sub-Total - Software</b>   |    |                    |
| <b>Implementation Services</b>  |    | <b>Assumptions</b> |
| Implementation  |    |                    |
| Data Conversion   |    |                    |
| Training  |    |                    |
| Report Development  |    |                    |
| Integration   |    |                    |
| Travel  |    |                    |
| Other   |    |                    |
| <b>Sub-Total - Implementation</b>   |    |                    |
| <b>Subscription/Maintenance - Years 2-10,<br/>including optional term</b>       |    | <b>Assumptions</b> |
| Year 2  |    |                    |
| Year 3  |    |                    |
| Year 4  |    |                    |
| Year 5  |    |                    |
| Year 6  |    |                    |
| Year 7  |    |                    |
| Year 8  |    |                    |
| Year 9  |    |                    |
| Year 10   |    |                    |
| Optional Year 11  |    |                    |
| Optional Year 12  |    |                    |
| Optional Year 13  |    |                    |
| <b>Sub-Total - Maintenance/License</b>  |    |                    |
| <b>Total</b>  |    |                    |

**Note: Provide assumptions for user pricing and incremental cost for additional users should they be required by DOW.**

| Department of Water, County of Kaua‘i                                 |    |                    |
|---|----|--------------------|
| Optional Additional Module Pricing - Explore                          |    |                    |
| Software – Year 1   | \$ | Assumptions        |
| <b>Financials:</b>  |    |                    |
| Asset Management (Inventory, Work Order, Job Costing)                 |    |                    |
|   |    |                    |
| <b>Utilities:</b>   |    |                    |
| Utility Billing   |    |                    |
|   |    |                    |
|   |    |                    |
|   |    |                    |
| <b>Sub-Total - Software</b>   |    |                    |
| <b>Implementation Services</b>  |    | <b>Assumptions</b> |
| Implementation  |    |                    |
| Data Conversion   |    |                    |
| Training  |    |                    |
| Report Development  |    |                    |
| Integration   |    |                    |
| Travel  |    |                    |
| Other   |    |                    |
| <b>Sub-Total - Implementation</b>                                     |    |                    |
| <b>Subscription/Maintenance - Years 2-10, including optional term</b> |    | <b>Assumptions</b> |
| Year 2  |    |                    |
| Year 3  |    |                    |
| Year 4  |    |                    |
| Year 5  |    |                    |
| Year 6  |    |                    |
| Year 7  |    |                    |
| Year 8  |    |                    |
| Year 9  |    |                    |
| Year 10   |    |                    |
| Optional Year 11  |    |                    |
| Optional Year 12  |    |                    |
| Optional Year 13  |    |                    |
|   |    |                    |
| <b>Sub-Total - Maintenance/License</b>                                |    |                    |
| <b>Total</b>  |    |                    |

# OF-1

RFP #IT-2026-02

Cloud-Based Financial Management Software Solution, SaaS or Hosting and Support Services  
Department of Water, County of Kaua'i

Department of Water  
Attn: Christine Erorita  
4398 Pua Loke Street  
Līhu'e, HI 96766

Dear Procurement Officer:

The undersigned has carefully read and understands the terms and conditions specified in the Specifications and Special Provisions attached hereto, by reference made a part hereof and available upon request; and hereby submits the following offer to perform the work specified herein, all in accordance with the true intent and meaning thereof. The undersigned further understands and agrees that by submitting this offer, 1) he/she is declaring his/her offer is not in violation of Chapter 84, Hawai'i Revised Statutes, concerning prohibited State contracts, and 2) he/she is certifying that the price(s) submitted was (were) independently arrived at without collusion.

Offeror is:

☐ Sole Proprietor    ☐ Partnership    ☐ \*Corporation    ☐ Joint Venture  
☐ Other \_\_\_\_\_

\*State of incorporation: \_\_\_\_\_

Hawai'i General Excise Tax License I.D. No. \_\_\_\_\_

Federal Tax I.D. No. \_\_\_\_\_

Payment address (other than street address below): \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_

Business address (street address): \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_

Respectfully submitted:

Date: \_\_\_\_\_ (x) \_\_\_\_\_  
Authorized (Original) Signature

Telephone No.: \_\_\_\_\_  
Fax No.: \_\_\_\_\_  
Name and Title (Please Type or Print)

E-mail Address: \_\_\_\_\_ \*\* \_\_\_\_\_  
Exact Legal Name of Company (Offeror)

\*\*If Offeror is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the awarded contract will be executed:

# FINANCIAL MANAGEMENT SOFTWARE SOLUTION REQUIREMENTS QUESTIONNAIRE

RFP #IT-2026-02

Financial Management Software Solution, SaaS or Hosting and Support Services  
Department of Water, County of Kauaʻi

## Department of Water, County of Kauai Financial Management Software Solution Requirements

| Vendor – Complete                                 | Response |
|---|----------|
| <b>1. Software Company</b>                        |          |
| ▪ Company Name                                    |          |
| ▪ Contact Name and Title                          |          |
| ▪ Contact Address, Phone, Email                   |          |
| <b>2. Company Information</b>                     |          |
| ▪ Public vs. Private                              |          |
| ▪ Year Founded                                    |          |
| ▪ Revenue   |          |
| ▪ Nearest Office to Kauai, HI                     |          |
| <b>3. Vendor Employee Count</b>                   |          |
| <b>4. Customers on Proposed Software</b>          |          |
| ▪ Total   |          |
| ▪ Cities  |          |
| ▪ Hawaii Public Sector                            |          |
| <b>5. Target Customer Profile</b>                 |          |
| ▪ Industry  |          |
| ▪ Target Size                                     |          |
| <b>6. Implementation Model: Direct or Partner</b> |          |
| <b>7. Version Schedule</b>                        |          |
| ▪ Proposed Version and Release Date               |          |
| ▪ Release Schedule                                |          |

| Vendor – Complete  | Response                                     |
|--|--|
| <ul style="list-style-type: none"> <li>Number of Prior Versions Supported</li> </ul>   |  |
| <b>8. Support Desk</b>   |  |
| <ul style="list-style-type: none"> <li>Location</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Hours of Support</li> </ul>   |  |
| <b>9. Implementation Partner (If Relevant)</b>   |  |
| <ul style="list-style-type: none"> <li>Company Name</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Contact Name and Title</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Contact Address, Phone, Email</li> </ul>  |  |
| <b>10. Company Information</b>   |  |
| <ul style="list-style-type: none"> <li>Public vs. Private</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Year Founded</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Total Revenue</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Total Employees</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Nearest Office to Lihue, HI</li> </ul>  |  |
| <b>11. Vendor Employee Count</b>   |  |
| <b>12. Customers Implemented with Proposed Software</b>  |  |
| <ul style="list-style-type: none"> <li>Total</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Cities</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Hawaii Public Sector</li> </ul>   |  |
| <b>13. Target Customer Profile</b>   |  |
| <ul style="list-style-type: none"> <li>Industry</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Target Size</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Similar Hawaii State Public Sector Clients</li> </ul>   |  |
| <b>Pricing Summary – Required Modules Only</b>   | <b>4. Proposal Section D - Cost Proposal</b> |
| <b>14. Software License – Year 1</b>   |  |
| <ul style="list-style-type: none"> <li>a. Financials: 40 named users with various access (full, limited, inquiry only) prefer unlimited user site license</li> </ul> |  |
| <b>15. Implementation:</b> Estimate for implementation, process review, design, data conversion, configuration, training, report development, integration, travel.   |  |

| <b>Vendor – Complete</b>  | <b>Response</b> |
|---|-----------------|
| <b>16. SaaS or Maintenance – Years 2-10</b>   |                 |
| <b>17. SaaS or Maintenance – Optional Term</b>  |                 |
| <b>18. Total Year 1 Cost – Software, Implementation, SaaS, including Support and Maintenance</b>            |                 |
| <b>19. Total Year 2 to Year 10 Cost – Software, Implementation, SaaS, including Support and Maintenance</b> |                 |
| <b>20. Total optional term cost – Licensing, Saas, including Support and Maintenance</b>                    |                 |

| <b>Ranking</b><br><b>R = Required</b><br><b>I = Important</b><br><b>N = Nice to have</b><br><b>E = Explore</b> | <b>Modules</b>  | <b>Response – Rating and Comment</b> |
|--|---|--------------------------------------|
| <b>R</b>   | <b>21.</b> General Ledger   |                                      |
| <b>R</b>   | <b>22.</b> Project and Grant Accounting   |                                      |
| <b>R</b>   | <b>23.</b> Contract Management and Procurement  |                                      |
| <b>R</b>   | <b>24.</b> Accounts Payable   |                                      |
| <b>E</b>   | <b>25.</b> Utility Billing  |                                      |
| <b>R</b>   | <b>26.</b> Fixed Assets   |                                      |
| <b>R</b>   | <b>27.</b> Financial Reporting  |                                      |
| <b>R</b>   | <b>28.</b> Bank Reconciliation  |                                      |
| <b>R</b>   | <b>29.</b> Budget   |                                      |
| <b>E</b>   | <b>30.</b> Inventory Management   |                                      |
|  | <b>Technology</b>   |                                      |
| <b>R</b>   | <b>31.</b> Preference for SaaS or hosted platform deployment  |                                      |
| <b>R</b>   | <b>32.</b> Run on virtual machines e.g., VMware if on-premises.   |                                      |
| <b>R</b>   | <b>33.</b> Multiple environments: Production, Test, Train, Development.   |                                      |
| <b>R</b>   | <b>34.</b> 100% Web-based architecture. Support Chrome, Edge browsers.  |                                      |
| <b>R</b>   | <b>35.</b> Role-level security to menu, function, and field level.  |                                      |
| <b>R</b>   | <b>36.</b> Support for DUO multi-factor authentication including servers, VPN devices, mobile access.                               |                                      |
| <b>R</b>   | <b>37.</b> Integration with Office 365 - Word, Excel, Exchange.   |                                      |
| <b>I</b>   | <b>38.</b> ODBC connection to MS SQL database tables for data extracts to Excel.  |                                      |
| <b>R</b>   | <b>39.</b> Microsoft 365 Exchange Server interface for email notifications.   |                                      |
| <b>R</b>   | <b>40.</b> Single sign-on: MS Active Directory on Premises, MS Azure sync in the Cloud. Preference for multi-factor authentication. |                                      |

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|--|---|--------------------------------------|
| <b>R</b>   | <b>41.</b> List integration technologies, e.g., Web Services, SOA, XML, etc.  |                                      |
| <b>R</b>   | <b>42.</b> Review proposed approach to integration with the following:  |                                      |
| <b>E</b>   | a. Laserfiche – Document Management, forms, workflow, and notifications.  |                                      |
| <b>R</b>   | b. Budgeting  |                                      |
| <b>E</b>   | c. ESRI – GIS   |                                      |
| <b>E</b>   | d. Cartegraph – Enterprise Asset Management (General Ledger, Project Accounting, Grant Accounting interface)            |                                      |
| <b>E</b>   | e. Stripe or similar – PCI compliant Credit Card processing   |                                      |
| <b>E</b>   | f. Doxim or similar – Utility Bill print services   |                                      |
| <b>E</b>   | g. External Bid Sites – Hawaii eProcurement   |                                      |
| <b>N</b>   | <b>43.</b> Online data dictionary.  |                                      |
| <b>R</b>   | <b>44.</b> Mobile functionality and devices supported. iOS and Android. App, HTML5 and Responsive Design.               |                                      |
|  | <b>General</b>  |                                      |
| <b>R</b>   | <b>45.</b> Real-time integration across all modules. Specify exceptions.  |                                      |
| <b>R</b>   | <b>46.</b> Configurable role or user level dashboards including favorites, notifications, reports, etc.                 |                                      |
| <b>R</b>   | <b>47.</b> User-defined fields across all modules that can be used in queries and reports. Describe limitations.        |                                      |
| <b>R</b>   | <b>48.</b> Mask sensitive data fields or restrict access.   |                                      |
| <b>I</b>   | <b>49.</b> Define mandatory fields on screens, web forms, mobile apps.  |                                      |
| <b>R</b>   | <b>50.</b> Rules based workflow routing with prioritization, alerts, electronic signatures, and visible approval queue. |                                      |
| <b>I</b>   | <b>51.</b> Searchable and context sensitive help.   |                                      |
| <b>R</b>   | <b>52.</b> Describe available online training and support tools.  |                                      |

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|--|---|--------------------------------------|
| <b>R</b>   | <b>53.</b> Audit trail and reporting with date, time, user stamp, and before/after values.  |                                      |
| <b>I</b>   | <b>54.</b> Describe available tools for document management. Currently using Laserfiche for document management, workflow, and fillable forms templates.  |                                      |
| <b>R</b>   | <b>55.</b> Attach documents to transactions throughout all modules (e.g., PDF, JPEG, TIF, DWG, etc.). Indicate any limitations.   |                                      |
| <b>R</b>   | <b>56.</b> Effective dating of transactions throughout all modules.   |                                      |
|  | <b>Financials</b>   |                                      |
| <b>R</b>   | <b>General Ledger</b>   |                                      |
| <b>R</b>   | <b>57.</b> Modified and full accrual accounting basis.  |                                      |
| <b>R</b>   | <b>58.</b> Indicate number of accounting periods.   |                                      |
| <b>R</b>   | <b>59.</b> Fund accounting with automatic due-to and due-from balancing entries.  |                                      |
| <b>R</b>   | <b>60.</b> Flexible Chart of Account format (changes to current account string is being proposed)   |                                      |
| <b>R</b>   | <b>61.</b> Copy a Journal Entry to create a new one.  |                                      |
| <b>R</b>   | <b>62.</b> Workflow approval routing of Journal Entries.  |                                      |
| <b>N</b>   | <b>63.</b> Decentralized Journal Entry with role-based permission and workflow approval routing.  |                                      |
| <b>N</b>   | <b>64.</b> Support generation of financial reports (e.g. Balance Sheet, Statement of Revenues, Expenses, and Changes in Net Position, Cash Flow). Describe tools available. Currently automated using Excel and GL data extracts. |                                      |
| <b>R</b>   | <b>Budgeting</b>  |                                      |
| <b>R</b>   | <b>65.</b> Budget Management  |                                      |
| <b>R</b>   | <b>66.</b> Position budgeting for wages and benefits.   |                                      |
| <b>R</b>   | <b>67.</b> Decentralized budget entry by division with approval workflow.   |                                      |

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|--|---|--------------------------------------|
| <b>R</b>   | <b>68.</b> View budget vs. actual for multiple years during budget entry.   |                                      |
| <b>R</b>   | <b>69.</b> Document line-item assumptions and attach supporting documentation.  |                                      |
| <b>I</b>   | <b>70.</b> Online visibility to budget input status queue.  |                                      |
| <b>R</b>   | <b>71.</b> Multiple budget versions per fiscal year.  |                                      |
| <b>R</b>   | <b>72.</b> Support mid-year budget and adjustment process.  |                                      |
| <b>R</b>   | <b>73.</b> Input budget as year total and spread across months by percent or flat amount.   |                                      |
| <b>I</b>   | <b>74.</b> Interface with Tyler Hawaii or other transparency portal to post summary budgeting data for public view.   |                                      |
| <b>N</b>   | <b>75.</b> Support creation of Budget worksheets or similar.  |                                      |
| <b>R</b>   | <b>76.</b> Export budget data to Excel for review and analysis.   |                                      |
| <b>R</b>   | <b>Project and Grant Accounting</b>   |                                      |
| <b>R</b>   | <b>77.</b> Describe Project and Grant accounting functionality; separate module, in chart of accounts, or both.   |                                      |
| <b>R</b>   | <b>78.</b> Project master file data to include: <ul style="list-style-type: none"> <li>a. Number, Type</li> <li>b. Name, Description</li> <li>c. Location, Project Manager</li> <li>d. Phase, Activity</li> <li>e. Dates: Start, End</li> <li>f. Status: Active, Inactive, Warranty</li> <li>g. Budget</li> <li>h. Funding Sources</li> <li>i. Attachments</li> <li>j. User Defined Fields</li> </ul> |                                      |
| <b>R</b>   | <b>79.</b> Multi-level Project hierarchy with ability to report on detail or summary data.  |                                      |
| <b>R</b>   | <b>80.</b> Import labor from payroll charged to specific Projects or Grants.  |                                      |
| <b>I</b>   | <b>81.</b> Dashboard view of Project and Grants – inception to date: budget, actuals, commitments, remaining, percent complete, status, change orders, etc.   |                                      |

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|--|---|--------------------------------------|
| <b>R</b>   | <b>82.</b> Track Projects and Grants that cross fiscal years and departments.   |                                      |
| <b>R</b>   | <b>83.</b> Process to close out a CIP Project and convert to one or multiple assets in Fixed Asset module for depreciation.   |                                      |
| <b>N</b>   | <b>84.</b> Grant Accounting including:<br>a. Revenues and Expenses<br>b. Allowable and reimbursable<br>c. Billing and reporting<br>d. Link to Project Accounting  |                                      |
| <b>R</b>   | <b>Contract Management</b>  |                                      |
| <b>R</b>   | <b>85.</b> Contractor master file data including:<br>a. Contract number<br>b. Contractor<br>c. Status, Description. Type<br>d. Amount<br>e. Project Manager<br>f. Project, Grant<br>g. Multiple contacts: address, phone, email<br>h. Federal and State Tax ID<br>i. Insurance Certificate expiration date<br>j. Attachments<br>k. Dates: Requested, Approved, Bid Opening, Bid Closing, Start, End<br>l. User defined fields |                                      |
| <b>I</b>   | <b>86.</b> Define required Contract fields by type.   |                                      |
| <b>E</b>   | <b>87.</b> Set up renewable Contracts for leases and subscription-based IT arrangement leases (SBITAs) Generate reporting for GASB 87 and GASB 96.  |                                      |
| <b>R</b>   | <b>88.</b> Retain lease rate history.   |                                      |
| <b>R</b>   | <b>89.</b> Rules based Contract approval workflow with visibility to approval queue and status.   |                                      |
| <b>R</b>   | <b>90.</b> Notification or report of Contracts nearing expiration date or percent remaining threshold.  |                                      |
| <b>R</b>   | <b>91.</b> Track retainage on Contracts.  |                                      |
| <b>R</b>   | <b>92.</b> Contract Change Order management with workflow approval routing and attachments.   |                                      |

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|--|--|--------------------------------------|
| <b>I</b>   | <b>93.</b> Import approved Contract request metadata from Laserfiche workflow to create a new contract record; describe alternate tools that could be used for this purpose.   |                                      |
| <b>I</b>   | <b>94.</b> Interface with 3 <sup>rd</sup> party online Bid and Quote management tools, e.g., Hawaii HiePRO, HANDS, Aloha eBuys   |                                      |
| <b>I</b>   | <b>95.</b> Describe online Bid and Quote functionality.  |                                      |
| <b>R</b>   | <b>Accounts Payable</b>  |                                      |
| <b>R</b>   | <b>96.</b> Vendor master file data, including: <ul style="list-style-type: none"> <li>a. Legal and DBA name</li> <li>b. Status</li> <li>c. Multiple contacts: address, phone, email</li> <li>d. Multiple emails for a single vendor</li> <li>e. Federal and State Tax ID</li> <li>f. Attachments – W-9, etc.</li> <li>g. 1099 status</li> <li>h. Insurance certificate with expiration date</li> <li>i. Banking Information</li> <li>j. User defined fields</li> </ul> |                                      |
| <b>R</b>   | <b>97.</b> Vendor management including: <ul style="list-style-type: none"> <li>a. Duplicate vendor management</li> <li>b. Merge duplicate vendors</li> <li>c. Vendor search – wildcard, type ahead entry, etc.</li> <li>d. State of Hawaii Business License verification (Explore)</li> <li>e. Link to State for Contractor License verification (Explore)</li> <li>f. Notification or report on expiring Certificate of Insurance</li> </ul>                          |                                      |
| <b>R</b>   | <b>98.</b> Centralized and decentralized invoice entry, scan and attach invoices, attach pdf invoices, rules-based workflow approval routing, visibility of approval queue.  |                                      |
| <b>R</b>   | <b>99.</b> Distribute invoice line items to multiple General Ledger accounts.  |                                      |
| <b>R</b>   | <b>100.</b> Flag item as an asset during invoice entry with workflow review before posting. Generate Fixed Asset record.   |                                      |
| <b>R</b>   | <b>101.</b> Duplicate invoice management.  |                                      |

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|--|--|--------------------------------------|
| <b>R</b>   | <b>102.</b> Import U.S. Bank Purchasing Card transactions with coding and post to line-item vendor. Note: pCard application of module would be further explored.   |                                      |
| <b>R</b>   | <b>103.</b> Flag invoice for separate check.   |                                      |
| <b>R</b>   | <b>104.</b> Recurring Payables with start date, end date, and amount with workflow approval routing.   |                                      |
| <b>R</b>   | <b>105.</b> Retainage management for withholding, release, and payment.  |                                      |
| <b>R</b>   | <b>106.</b> Multiple payment types: check, wire, auto-pay, EFT, ACH, etc.  |                                      |
| <b>R</b>   | <b>107.</b> User-defined remittance advice for electronic payments that can be emailed to vendor.  |                                      |
| <b>R</b>   | <b>108.</b> Sales and General Excise Tax management and reporting.   |                                      |
| <b>R</b>   | <b>109.</b> 1099 management including vendor designation, edit reports, generation of forms, electronic filing to IRS, State of Hawaii, etc.   |                                      |
| <b>I</b>   | <b>110.</b> Vendor self-service portal: submit invoices, upload W-9, submit change of address, update banking data, view payment status, with workflow approval routing of changes before posting.   |                                      |
| <b>R</b>   | <b>111.</b> Procurement Card processing with the ability to download data from Bank of America   |                                      |
| <b>N</b>   | <b>112.</b> Travel and Expense management including travel advances, reimbursement requests, attach receipts, balances due or owed, etc. Future process is request through Laserfiche and currently same-day travel per diem is processed through Central Payroll. |                                      |
| <b>R</b>   | <b>113.</b> Automated bank reconciliation based on import of electronic bank file. Include all transactions including auto-pays, payroll, EFT, etc.  |                                      |
| <b>R</b>   | <b>114.</b> Generate report of proposed checks and related invoices for Council review (e.g., vendor, invoice date, amount, etc.).   |                                      |
| <b>E</b>   | <b>Accounts Receivable</b>   |                                      |
| <b>E</b>   | <b>115.</b> Customer master file including:  |                                      |

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|--|--|--------------------------------------|
|  | a. Number, Name<br>b. Customer Type – Grantor, Lease, etc.<br>c. Address – one or multiple<br>d. Contact information – email, phone (multiple per account)<br>e. Billing frequency<br>f. Project Number<br>g. Lease address<br>h. Document attachments |                                      |
| <b>E</b>   | <b>116.</b> Duplicate customer management.   |                                      |
| <b>E</b>   | <b>117.</b> Customizable billing templates including:<br>a. Short and long description<br>b. Invoice date<br>c. Related contract number (from Laserfiche or Contract Management module)<br>d. User-defined fields                                      |                                      |
| <b>E</b>   | <b>118.</b> Scan and attach supporting documentation to invoices.  |                                      |
| <b>E</b>   | <b>119.</b> Multiple forms of payment: cash, check, wire, credit card, EFT etc.  |                                      |
| <b>E</b>   | <b>120.</b> Generate daily cash receipt report by payment type.  |                                      |
| <b>E</b>   | <b>121.</b> Process and manage NSF payments.   |                                      |
| <b>E</b>   | <b>122.</b> Generate customer statements to display payments, adjustments, credits, etc. by invoice type or consolidated for all Accounts Receivable.  |                                      |
| <b>E</b>   | <b>Utility Billing</b>   |                                      |
| <b>E</b>   | <b>123.</b> Integration to General Ledger, Meter Reading, and Centralized Cashiering.  |                                      |
| <b>E</b>   | <b>124.</b> Track, manage, and bill one or more services per account e.g., Water, Stormwater, Sewer, <b>Note: The DOW only provides water services; however, there are other categories/tiers with varying cost per 1,000 gal of usage.</b>            |                                      |
| <b>E</b>   | <b>125.</b> Set mandatory services based on account type.  |                                      |
| <b>E</b>   | <b>126.</b> Customer master record including:<br>a. Account number<br>b. Account type – Residential, Commercial, etc.<br>c. Service type - Water, Sewer, Storm drain, Fiber, Garbage   |                                      |

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|--|---|--------------------------------------|
|  | <ul style="list-style-type: none"> <li>d. Bill cycle</li> <li>e. APN number, parcel ID, lot number</li> <li>f. Multiple contact: name, addresses, phone, email</li> <li>g. Notes</li> <li>h. Meter location</li> <li>i. Flag if discount eligible</li> <li>j. Flag for “Do Not Shutoff”</li> <li>k. Document attachments</li> </ul> |                                      |
| <b>E</b>   | <b>127.</b> Capture meter attributes including: <ul style="list-style-type: none"> <li>a. Serial number</li> <li>b. Install date</li> <li>c. Meter type and size</li> <li>d. Description</li> <li>e. Manufacturer</li> <li>f. Backflow device</li> </ul>  |                                      |
| <b>E</b>   | <b>128.</b> Bill fees for Water at tiered rate based on meter size, account type, location, plus consumption per 1,000 gallon. Note: We would like the flexibility to have multiple billing capabilities, e.g. usage vs. flat rate.   |                                      |
| <b>E</b>   | <b>129.</b> Support AMI, AMR., Cellular Meter reads and data imports for billing and analysis. Currently use Badger meters.   |                                      |
| <b>E</b>   | <b>130.</b> Initiate Service Order to set up new customer account, turn on service, service shut off, etc. Send service requests to Cartegraph to initiate Work Orders.   |                                      |
| <b>E</b>   | <b>131.</b> Add service fee to accounts if unpaid after shut off deadline.  |                                      |
| <b>E</b>   | <b>132.</b> Prorate water bills based on days of service.   |                                      |
| <b>E</b>   | <b>133.</b> Import meter read information from Badger Orion Mobile Read (OMR) software for automated mobile reads. Meter consumption is integrated to customer accounts in Billing Software, currently CC&B   |                                      |
| <b>E</b>   | <b>134.</b> Flag and report on missing reads, zero reads, no changes in consumption month by month, or other anomalies.   |                                      |
| <b>E</b>   | <b>135.</b> Generate bill file export; provide to Doxim for bill generation and mailing.  |                                      |
| <b>E</b>   | <b>136.</b> Send landlord or alternate contact to receive invoices or statements.   |                                      |

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|--|--|--------------------------------------|
| <b>E</b>   | <b>137.</b> Accept partial payments  |                                      |
| <b>R</b>   | <b>138.</b> Searchable customer history by parcel, name, address, etc. View accounts, service orders, work orders, meter replacements, usage, peak consumption, communications, complaints, resolutions, etc.  |                                      |
| <b>I</b>   | <b>139.</b> Generate workflow review for accounts designated for shut-off and display status on dashboard view.  |                                      |
| <b>R</b>   | <b>140.</b> Generate email or text notification to work crew when payment is received for account designated as a shut-off.  |                                      |
| <b>R</b>   | <b>141.</b> Issue credit for bill adjustments and apply to next billing cycle.   |                                      |
| <b>R</b>   | <b>142.</b> Interface with Accounts Payable to process customer refunds.   |                                      |
| <b>N</b>   | <b>143.</b> Charge NSF fee for first offense; increase for each additional offense, e.g., 3 <sup>rd</sup> NSF = \$75 fee.  |                                      |
| <b>R</b>   | <b>144.</b> Generate 60-day past due letters with late fees.   |                                      |
| <b>R</b>   | <b>Fixed Assets</b>  |                                      |
| <b>R</b>   | <b>145.</b> Asset Master File data to include the following: <ul style="list-style-type: none"> <li>a. Number, Tag Number</li> <li>b. Description</li> <li>c. Type and Sub-Type</li> <li>d. Manufacturer, Serial Number, VIN</li> <li>e. Dates: Purchased, In Service, Replacement, Disposal</li> <li>f. Contract, Project, Grant</li> <li>g. Life and depreciation method</li> <li>h. Parent/Child</li> <li>i. Location</li> <li>j. Attach documents</li> <li>k. User defined fields</li> </ul> |                                      |
| <b>R</b>   | <b>146.</b> Create asset groups, e.g., Utility Plant, General Plant, Construction in Progress, Transmission and Distribution, Power and Pump, Purification, etc. infrastructure with various sub-assets (Mains, Service Laterals, Meters, Pumps, Land, Building, Machinery/Equipment, etc.   |                                      |
| <b>N</b>   | <b>147.</b> Show geolocation of static assets (ESRI integration).  |                                      |

| <b>Ranking</b><br><b>R = Required</b><br><b>I = Important</b><br><b>N = Nice to have</b><br><b>E = Explore</b> | <b>Modules</b>  | <b>Response – Rating and Comment</b> |
|--|---|--------------------------------------|
| <b>N</b>   | <b>148.</b> Track non-capitalized or non-depreciated assets, e.g., small and attractive items issued by Department, Employee, etc.  |                                      |
| <b>I</b>   | <b>149.</b> Import repair and maintenance data from Cartegraph to update Fixed Asset record.  |                                      |
| <b>R</b>   | <b>150.</b> System-generated barcode asset numbers.   |                                      |
| <b>N</b>   | <b>151.</b> Physical inventory of assets using barcode readers.   |                                      |
| <b>R</b>   | <b>152.</b> Retain history of disposed assets.  |                                      |
| <b>I</b>   | <b>153.</b> Generate Journal Entries for depreciation after asset is placed in service.   |                                      |
| <b>R</b>   | <b>154.</b> Generate required reporting for Financial statement purposes.   |                                      |
| <b>R</b>   | <b>Reporting</b>  |                                      |
| <b>R</b>   | <b>155.</b> Deliver library of standard reports to include but not limited to: <ol style="list-style-type: none"> <li>1. Budget Worksheet</li> <li>2. Budget to Actual Reports</li> <li>3. Trial Balance</li> <li>4. Revenue Reports (Summary and Detail)</li> <li>5. Balance Sheet</li> <li>6. Expenditure Reports (Summary and Detail)</li> <li>7. Project Budget to Actual</li> <li>8. Open Purchase Orders (Encumbrance Balance)</li> <li>9. Fiscal Year-End Rollover Reports</li> <li>10. Fixed Assets Reports (Register, Depreciation)</li> <li>11. Bank Reconciliation Reports</li> <li>12. Checkbook Register</li> <li>13. Account Activity Reports</li> <li>14. pCard Transactions Reports</li> <li>15. Vendor Listing</li> <li>16. Accounts Payable Processing Reports</li> <li>17. Encumbrance Balance Reports</li> <li>18. Fixed Assets Reports (Register, Depreciation)</li> </ol> |                                      |
| <b>R</b>   | <b>156.</b> User-level query and reporting tools that allow formatting of data, dates, filters, charts, etc. List tools offered.  |                                      |
| <b>R</b>   | <b>157.</b> List power user reporting tools that can be used, e.g., Microsoft SSRS, Power BI, Crystal, etc.   |                                      |

| <b>Ranking</b><br><b>R = Required</b><br><b>I = Important</b><br><b>N = Nice to have</b><br><b>E = Explore</b> | <b>Modules</b>  | <b>Response – Rating and Comment</b> |
|--|---|--------------------------------------|
| <b>R</b>   | <b>158.</b> User-level security flows through to queries, reports, and drill-down.  |                                      |
| <b>R</b>   | <b>159.</b> Output reports to multiple formats, e.g., HTML, PDF, Excel, Word, etc. Schedule for delivery to email or dashboard. |                                      |
| <b>R</b>   | <b>160.</b> Save report and query templates and with option to keep private or make shareable.                                  |                                      |
| <b>N</b>   | <b>161.</b> ODBC connection to MS SQL database tables for data extracts to Excel.   |                                      |